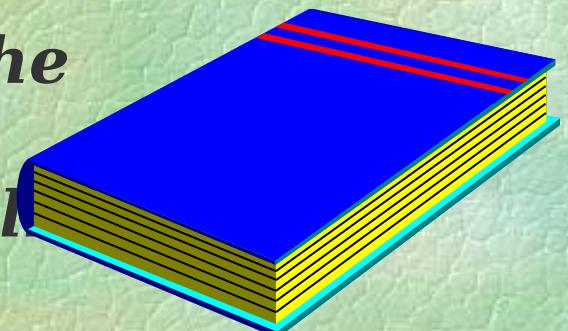


Quality Quote

Quality isn't asserted by the supplier;
~~It's perceived by the customer.~~

John Guaspari, *The Customer Connection: Quality for the Rest of Us*





Red River Army Depot

• Multi-Mission

- Directorate of Operations (DOO) - Maintenance

Bradley MLRS

Rubber Products

- Directorate of Missile Recertification (DMR)

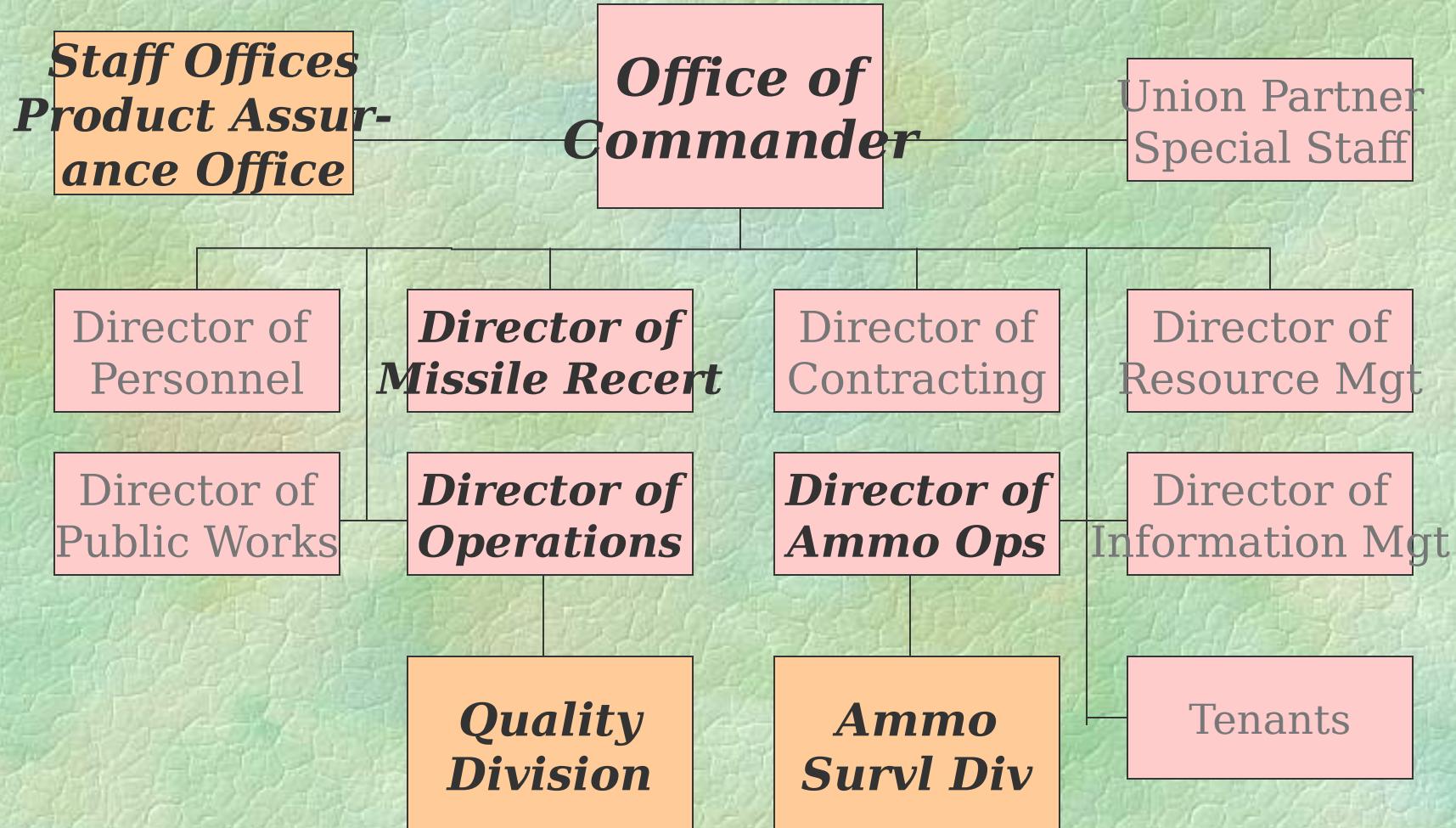
HAWK PATRIOT

- Directorate of Ammunition Operations (DAO)

Conventional Ammo Missiles

Quality . . . The Key to the Future

Depot Organization



Depot Quality

- ☛ History
- ☐ Product Assurance Office
- ☐ Directorate of Operations - Quality Program
- ☐ Successes
- ☐ Challenges



Depot Quality History

- Centralized - 28 years
- Concept change - October 1993
 - Decentralized
 - Everyone responsible
 - Staff office - Product Assurance Office
 - Missions - implementation

Product Assurance Office

- History
- Reorganization Oct 93
- Quality Program Concept - Decentralized
- Staff Office



Product Assurance Office Functions

- ❖ Policy - What?
- Oversight - Compliance
- Customer Feedback/Satisfaction
 - Customer Complaints
 - Defective New Material
 - External Quality Audit Coordination

Product Assurance Office Functions

- Corrective Action Program
 - Executive Corrective Action Board
 - Material Review Board
 - Automated Corrective Action Tracking System



Product Assurance Office Functions

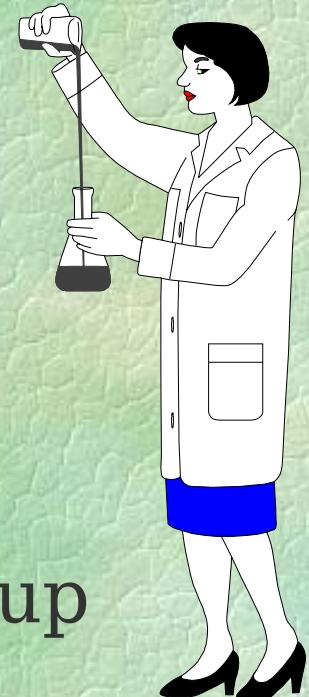
- ❖ Program Management
 - (CP)²/ISO-9000
 - TMDE Support Manager
 - NDT/Special Skills
 - Electrostatic Discharge
 - Statistical Process Control
 - JEDMICS



Product Assurance Office Functions

□ Laboratory Services

- Chemical
- Environmental
- Radiological
- Oil
- Rubber Laboratory - Backup



Product Assurance Office Staffing

1 - Supervisory QA Specialist, GS-1910-12

1 - General Engineer, GS-0801-11

1 - Data Systems Administrator, GS-0301-11

1 - Management Analyst, GS-0343-11

3 - Quality Assurance Specialists, GS-1910-11

*4 - Quality Assurance Specialists, GS-1910-09

1 - Quality Assurance Assistant, GS-

*~~0303+07~~ process to reassign one to Dir of Ops

1 - Chemist, GS-1320-12

Quality Division Mission, DOO

- ❖ Obtain, interpret, and implement program quality requirements
- Provide final acceptance inspection and testing of products
- Review and analyze inspection/fielding reports and other quality data for process improvement.

Dedicated to Quality; Committed to Service

Quality Division Mission (Cont'd)

- ❖ Identify trends and areas for corrective action
- Manage the directorate quality control data system
- Provide metal processing support to production elements (including NDT)
- Provide rubber lab analysis and test support for Rubber Products Division

Quality Division Policy

- ✿ Quality cannot be inspected into our products. It must be built into them. To that end, the Quality Division is committed to:
 - ***Providing accurate information to the people producing the product***
 - ***Supporting production of quality products at the floor level***

Quality Division Policy (Cont'd)

- *Decreasing defects and thereby improving efficiency in order to provide quality products to our customers at a reasonable cost*
- Inspectors check the product, but more importantly, they are the “experts” and “teachers” who strive to find the root cause of problems and help develop long term solutions.

Quality . . . At Red River, it's more than just a word.

Quality Division Staffing

Office of Chief

- 1 - Supv Qual Assur Spec, GS-1910-11
- 2 - Maint Mgt Assistants (OA), GS-1101-07
- 1 - Secretary (Steno/OA), GS-0318-05

Quality Requirements Branch

- 1 - Weld & Metal Proc Spec, GS-0301-09
- 1 - Chem Engr Tech, GS-0802-09
- 4 - Qual Assur Specs, GS-1910-09

Quality Division Staffing (Cont'd)

Inspection Branch (Office of Chief)

1 - HME Rpr Inspector Supv, WS-5803-11

Mechanical & Support Team

1 - HME Rpr Inspector Ldr, WL-5803-11

(Vacant)

1 - Toolmaking Inspector, WG-3416-13

1 - Machining Inspector, WG-3414-11

1 - Welding Inspector, WG-3703-11

1 - Metal Work Inspector, WG-3801-11

6 - HME Rpr Inspectors, WG-5803-11

1 - Painting Inspector, WG-4102-10

3 - Rubber Work Inspectors, WG-4301-10

Quality Division Staffing (Cont'd)

Dynamometer Team

1 - HME Rpr Inspector Ldr, WL-5803-11

1 - HME Rpr Ldr, WL-5803-08

7 - HME Rpr Inspectors, WG-3803-11 (1
Vacant)

6 - HME Rprs, WG-5803-08

Electronics Team

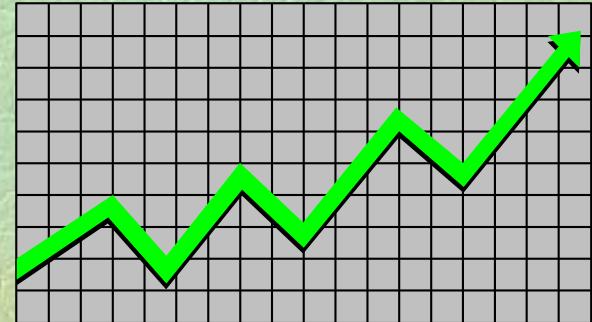
1 - EIS Rpr Inspector Ldr, WL-2610-13
(Vacant)

6 - EIS Rpr Inspectors, WG-2610-13

*1 - Pneumatic Sys Rpr Inspector, WG-

8*Over Allocated

Successes



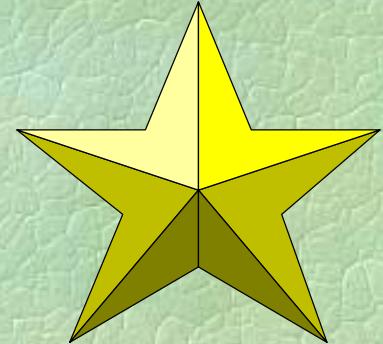
• (CP)2

- DAO certified Oct 98
- DMR recommended for certification
- DOO final assessment May 99

■ ISO-9002

- Contract for DAO and DOO awarded Mar 99
- Compliance assessment Jun 99
- American Quality Assessors

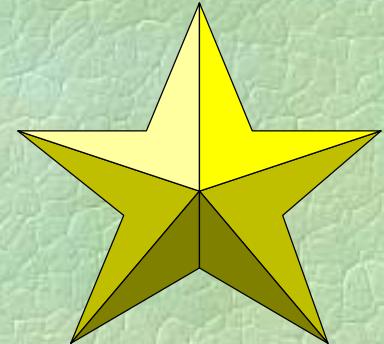
Successes



• Quality Campaign

- National Quality Month Oct 98
- Marquee/electronic signs
- Letter from Commander w/Manifesto
- LAN-video
- Web site
- Articles in ***Red River Review***
- Revised Depot Quality System Policy
- Silhouettes
- Fort Hood trips

Successes (Cont'd)



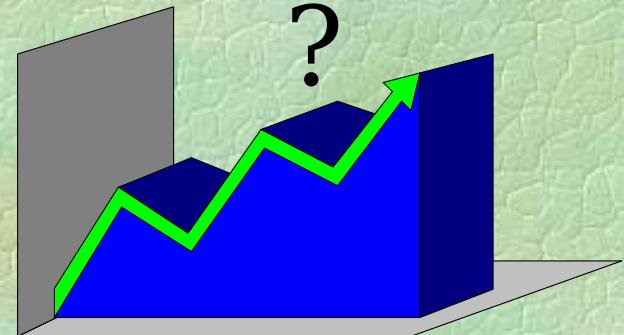
□ Quality Campaign

- Quality calendar
- Quality slogan contest
- (CP)2/ISO booklet
- Customer service number (1-800-442-0817)
- Quality Texarkana Program
- National Quality Month Oct 99

□ Quality Division (DOO)

Challenges

- ↳ (CP)²
- ISO 9002
- QSL Program
- Quality system
maintenance/sustainment
- Quality Division (DOO)
- Joint final inspection of vehicles with
DLA



Challenges (Cont'd)

- Standardized final acceptance criteria
- 1910 series grade structure
- Nonconforming new material process
- Downsizing
- Workload
- Survival

